**Developing Requirements
for the OCRWM Portal**

Office of Civil Radioactive Waste Management

October 24, 2001

Agenda

▸ Background

▸ Approach

▸ Lessons

▸ OCRWM Information Portal

▸ Questions

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▶ CIO, OCRWM's original business problem was the need to reduce a massive amount of redundant data and information

- Court order to retain email as a federal record

  ▶ 8 terabytes of data in 8 months

  ▶ Authority given to remove redundant information (i.e. copies, forwards, etc.)

▶ CIO purchased a tool to solve the problem

- Autonomy's Portal-in-a-Box could identify redundant information

▸ Having the solution in hand for his original objective, the CIO turned his attention to his second most pressing problem – Providing his staff access to the information and knowledge needed on a daily basis

  – Information glut

    ▸ Over 1500 Lotus Notes databases
    ▸ Users inability to find needed information

▸ Autonomy's Portal-in-a-box could be used to meet CIO's second objective

  – Improve efficiency of information retrieval
  – Enhance information availability and sharing across organization
  – Increase employee satisfaction in using knowledge resources

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▶ The CIO directed that a Knowledge Needs Assessment be conducted to develop portal requirements

– Identify the most important information sources

– Introduce knowledge sharing concepts

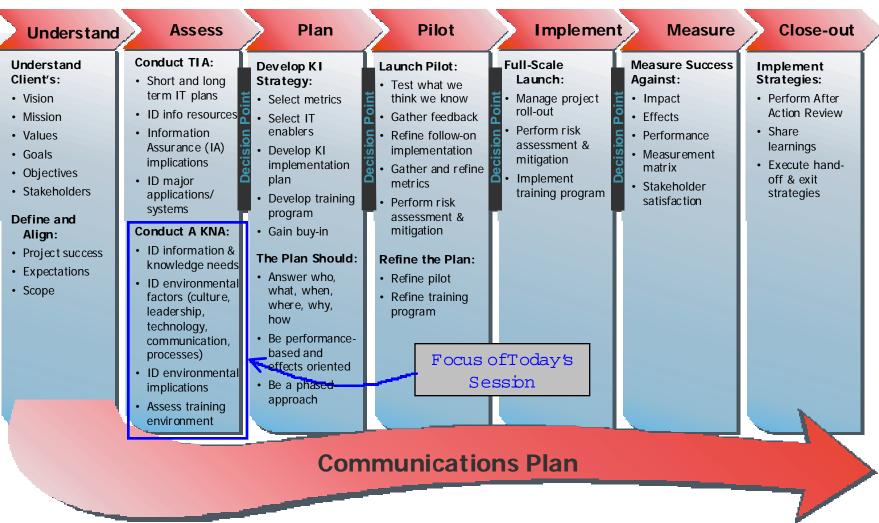– Provide users a "one-stop shop" for information resources

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▶ The KNA is only one step of the a formal Knowledge Management lifecycle effort

Understand	Assess	Plan	Pilot	Implement	Measure	Close-out
Understand Client's: • Vision • Mission • Values • Goals • Objectives • Stakeholders **Define and Align:** • Project success • Expectations • Scope	**Conduct TIA:** • Short and long term IT plans • ID info resources • Information Assurance (IA) implications • ID major applications/ systems **Conduct A KNA:** • ID information & knowledge needs • ID environmental factors (culture, leadership, technology, communication, processes) • ID environmental implications • Assess training environment	**Develop KI Strategy:** • Select metrics • Select IT enablers • Develop KI implementation plan • Develop training program • Gain buy-in **The Plan Should:** • Answer who, what, when, where, why, how • Be performance-based and effects oriented • Be a phased approach	**Launch Pilot:** • Test what we think we know • Gather feedback • Refine follow-on implementation • Gather and refine metrics • Perform risk assessment & mitigation **Refine the Plan:** • Refine pilot • Refine training program	**Full-Scale Launch:** • Manage project roll-out • Perform risk assessment & mitigation • Implement training program	**Measure Success Against:** • Impact • Effects • Performance • Measurement matrix • Stakeholder satisfaction	**Implement Strategies:** • Perform After Action Review • Share learnings • Execute hand-off & exit strategies

Decision Point (between Assess and Plan)

Decision Point (between Plan and Pilot)

Decision Point (between Pilot and Implement)

Decision Point (between Implement and Measure)

Focus of Today's Session

Communications Plan

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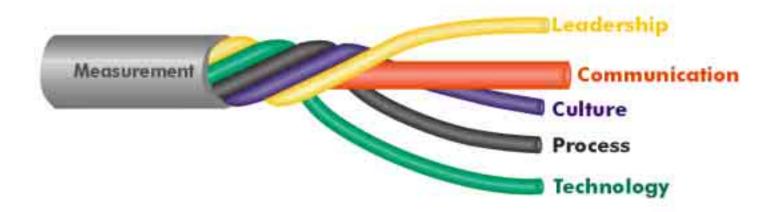
Approach

▶ Several preparatory steps were necessary for the KNA

- Develop Collection Plan
  ▸ Focuses KNA
  ▸ Resists tendency to start developing interview questions without focusing first
  ▸ Baseline to build customized interview templates
- Create Interview Template
  ▸ Modify Interview Template as needed throughout interviews
- Confirm KNA focus with CIO
- Identify KNA participants
- Coordinate with organizational POCs to schedule interviews
- Send KNA announcement and Interview Template to KNA participants

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▸ The approach focused on all five dimensions of the Knowledge "rope of strength"

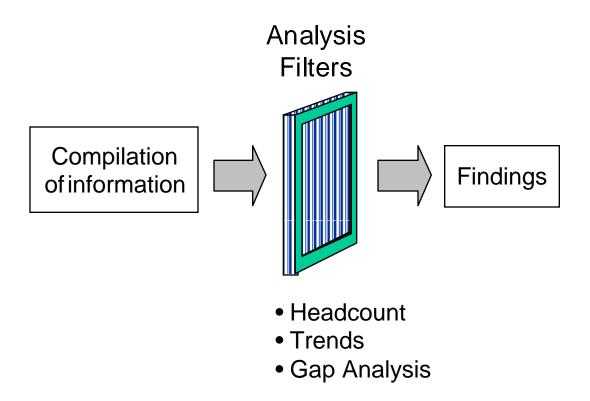– CIO recognized that communications was a key component

▶ The approach relied on face to face interviews, preferably one-on-one

- 129 staff were interviewed over 7 months
  - ▸ Interviews each averaged 1 hour
  - ▸ Staff represented 14 OCRWM organizations
  - ▸ Review after each organizational interview
- All interviews were non-attributional and anonymous
  - ▸ Information collected was sometimes sensitive
- Group interviews confirmed individual interviews
- Interviews served as a communication tool to promote portal

▶ Determining the "so what" is the hard part

Analysis
Filters

Compilation
of information → Findings

- Headcount
- Trends
- Gap Analysis

▶ While the focus of the effort was on identifying information and Knowledge needs, a normal outcome of this approach identifies other significant issues, as well

- Communications barriers present
- Few incentives to keep information current
- Information sharing among peers frequent
- Training not utilized to full extent

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▶ The approach was right under the circumstances

- Helped the CIO build trust with his organization

- Initiated interest in the future portal

- Allowed portal to be developed specific to OCRWM organization's knowledge needs

- Surfaced or confirmed significant issues

▶ Several other aspects of the approach proved useful

- Non-attributional interviews
  - ▸ Taping of interviews
  - ▸ Quotable quotes
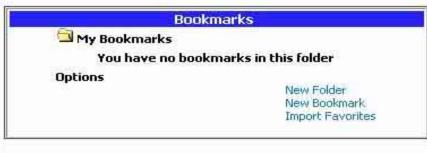- Use of the same collection team for the entire project

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Autonomy Channels

📁 Benefits

📁 Environment

📁 Health Concerns

📁 License Application

    📁 Yucca Mountain

📁 NRC

📁 Nuclear Power Plant

📁 Radioactive Waste

📁 Standards

📁 Training

📁 **License Application/Yucca Mountain**

RW01-0-00470 ACTION: Approve Release of OCRWM Program Pla...

This revised Plan provides Program participants and stakeholders with a description of activities, milestones, and funding requirements for the remainder of fiscal year 2001 through fiscal year 2006. It describes the remaining steps the Program will take to prepare the Secretary of Energy's site recommendation to the President, if the Yucca Mountain site is found suitable for development as a 2

PP3-Title.p65

Civilian Radioactive Waste Management 8 and to confirm the safety of the repository before closure This distinction has permitted the phasing of tests to achieve an earlier evaluation of whether Yucca Mountain appears to be suitable as the geologic disposal site In 1996 after additional analyses the Program decided to propose a new more concentrated approach to regain its target for

IP98-01239 Program Status/Overview Rev.

* 85M of the FY96 Defense Nuclear Waste Disposal Appropriation is not shown because it cannot be used unless Congress authorizes an Interim Storage Facility ** Income amounts estimated *** Income and appropriation amounts estimated Program Funding Budget Distribution Summary Program Objectives Revised Program Strategy Complete viability assessment of the Yucca Mountain repository site in 1998 Publish Draft Environmental Impact Statement

Autonomy Agents

Name: Lessons Learned

Training: lessons on site repository

Look for information up to 7 days old *(leave blank for all)*

Number of results: 10   **Quality:** 25 %

Sources:
- ☑ News
- ☑ DOE HomePage
- ☑ OCRWM/YMP Web
- ☑ BSC Intranet
- ☑ International Science & Technology Center
- ☑ Civilian Research & Development Foundation
- ☑ NRC HomePage
- ☑ NWTRB HomePage
- ☑ DOE Directives
- ☑ Federal Register
- ☑ Code of Federal Regulations
- ☑ Nuclear Energy Institute
- ☑ US Senate
- ☑ US House of Representatives
- ☑ Information Products
- ☑ Correspondence Tracking System
- ☑ Lessons Learned
- ☑ Program Documents
- ☐ *select all*

Add to community: ☑

Email: jason.gray@rw.doe.gov

OK   Cancel

*Click the name of an information source to learn what data has been spidered.

Portal-in-a-Box Community

People with similar interests to you

Agent	Similar to	Owned by	Options
cyber security			
	cyber security	gandij	View Copy
Lessons Learned			
	No similar agents		
Knowledge Management			
	No similar agents		
Site Repository			
	No similar agents		
Yucca Mountain			
	congress1	loftink	View Copy
	moretest	loftink	View Copy

Autonomy Agents

Agent Names	Options
cyber security	✉ 🌐 ❌
Lessons Learned	✉ 🌐 ❌
Knowledge Management	✉ 🌐 ❌
Site Repository	✉ 🌐 ❌
Yucca Mountain *(retrained)*	✉ 🌐 ❌

Create Agent

Portal-in-a-Box Community
People with similar interests to you

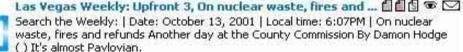| Agent	Similar to	Owned by	Options
cyber security			
	cyber security	gandij	**View** **Copy**
Lessons Learned			
	No similar agents		
Knowledge Management			
	No similar agents		
Site Repository			
	No similar agents		
Yucca Mountain			
	congress1	loftink	**View** **Copy**
	moretest	loftink	**View** **Copy**

LAS VEGAS REVIEW-JOURNAL: NEWS

TOP STORIES -- Thursday, August 16, 2001 YUCCA MOUNTAIN: Ex-governor promotes nuke dump Former Nevada Gov. Robert List has begun work on behalf of nuclear energy interests to champion the position the industry's waste is inevitably coming to Yucca Mountain and it's time to negotiate for benefits -- dismaying public officials who see the move as a coup for proponents of

Las Vegas Weekly: Upfront 3, On nuclear waste, fires and ...

Search the Weekly: | Date: October 13, 2001 | Local time: 6:07PM | On nuclear waste, fires and refunds Another day at the County Commission By Damon Hodge ( ) It's almost Pavlovian.

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